



# Job Description

## 1. JOB DETAILS

**Job Title: Business Support Manager**

**Location: Edinburgh**

**Team/Directorate: Business Services**

**Responsible To: Director of Business Services**

## 2. JOB PURPOSE

The Business Support Manager is responsible for the provision of effective leadership which supports the Group in achieving improved Business Planning, performance analytics, improvement and organisation excellence, working within the strategies, policies and frameworks agreed by the Group Board and its subsidiary Boards

## 3. KEY RESULT AREAS/PRINCIPLE DUTIES AND RESPONSIBILITIES

- Ensure that effective performance management systems are in place to deliver and manage Strategic Business Planning, Strategic Risk Management and Strategic Performance Reporting across the Group
  - Leading and inputting to the annual Business Planning process, presenting draft proposals for consideration and approval by the Executive Team
  - Manage organisational risk, creating plans and solutions which reduce future risk and support improvement and success
  - Leading on the Group Equality Strategy and Action Plan to ensure we comply with statutory requirements for staff, tenants and Board members
  - Provide effective business support for colleagues across the Group, working in partnership to understand their needs and deliver support and solutions that help to deliver on shared business objectives
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- Ensure that effective structures are in place to deliver Quality Management and Performance Improvement, including delivery of:

- A Business Analytics framework which will provide insight on trends and areas for improvement to facilitate business development and forward planning
  - Performance and Tenant Satisfaction reporting
  - Process mapping, review and improvement
- To develop the Group's processes and systems across all services and activities to support a high performing, customer-centred, outcome-focussed organisation
- Lead on a programme of Continuous Improvement across the Group, including self-assessment against the EFQM framework and the delivery and maintenance of Recognised for Excellence status across the Group
- Lead and ensure delivery of a high-quality Customer Involvement Strategy across the Group
- Ensure delivery of high quality Corporate Marketing and Communications services across the Group
- Deal with media/press enquiries on behalf of the Group
- Lead on and ensure delivery of annual statistical returns to the Scottish Housing Regulator for all parts of the Group
- Lead on Data Protection and GDPR arrangements across the Group
- Ensure effective Contract and Supplier Management is in place for Business Support contracts and suppliers and monitor/control associated budgets
- To work in partnership with colleagues to support delivery of the Group strategies, objectives and action plans as appropriate
- Develop and sustain positive partnership working with the Executive Team and Extended Management Team to work collaboratively in leading the Organisation and driving initiatives, to support the business aims and objectives.
- Create and lead operational projects, providing direction and support to teams for delivery to support desired outcomes and provide an excellent service.
- Initiate, lead and promote Partnership working internally and externally to drive and deliver organisational strategies, KPIs and SLAs.
- Manage formal processes across The Group by conducting investigations or hearing disciplinary and appeals, where required, to ensure an impartial, prompt and confidential approach is taken and fair outcomes are delivered, in line with employment legislation, best practice, and HR policies and procedures.

## **3.2 Key Performance Indicators**

### **KPI's**

Management and delivery of the Marketing & Communications and Customer Involvement strategy action plans, including all identified targets and service standards.

Monitoring and identifying improvement which sustain high level and improve Staff engagement levels.

Delivery of the groups Business Services Strategies and supporting the delivery of other organisational strategies and objectives.

Responsible for the procurement, effectiveness and development of all Business Improvement related systems.

### **3.3 Key Contacts – Internal & External**

Executive Team

Internal Auditor

Scottish Housing Regulator

Benchmarking Organisations

Solicitors

External Partners, forums, other HA's

All staff – Inc. Managers and Extended Management Team

Service Providers

### **3.4 Health & Safety**

- Ensure that Health and Safety guidelines and fire regulations are strictly adhered to
- Comply with safe working practices as defined by Cairn Housing Group
- Complete online training as and when required
- Take reasonable care for your own health and safety and that of others who may be affected by acts or omissions at work
- Report any accidents, incidents or near misses as soon as reasonably practicable.

### **3.5 General**

- Be aware of and adhere to Cairn Housing Group policies at all times
- Take part in progress/performance reviews throughout the year
- Cooperate with other Cairn Housing Group departments
- Attend training courses and complete online training modules as required to meet the requirements of the post
- Take responsibility for own personal development, seeking out opportunities to learn new skills
- Undertake any other duties as requested by management which are reasonably deemed to be within the scope of the role

### **3.6 Other**

- Apply the Cairn Housing Group values and behaviours to every aspect of the role at all times

- Promote and maintain the brand standards of Cairn Housing Group

### **Business Support Manager Person Specification**

<b>CRITERIA</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
Qualifications and specific training	<ul style="list-style-type: none"> <li>• Academic qualification and / or relevant industry qualification (continuous improvement)</li> <li>• Significant experience (3 yrs) in a similar role</li> </ul>	
Experience	<p>Substantial experience in Service delivery, change leadership and leading teams in a similar role.</p> <p>Experience of leading, motivating and engaging a team to deliver results.</p> <p>Experience of Corporate/Business Support functions and advising at a senior level</p> <p>Experience of dealing with complex issues.</p> <p>Experience of creating, developing and improving Policy and Procedure</p> <p>Experience of identifying, developing and delivering business outcomes and objectives.</p> <p>Experience of identifying organisational improvements and interventions through business intelligence and statistical data.</p> <p>Experience of identifying organisational capability and creating evidence-based solutions.</p> <p>Experience of analysing employee feedback and data, with the aim of creating a better working environment and engaged culture</p>	<p>Experience of managing marketing and communications projects, including brand development and public relations.</p> <p>Experience of managing customer engagement projects and events.</p>

Knowledge	<p>Knowledge of how to assess current and future organisational capacity.</p> <p>Knowledge of Statutory and Regulatory requirements, including those outlined by the Scottish Housing Regulator and Scottish Government for tenant participation.</p> <p>Excellent and up to date understanding of latest Business Improvement processes and practices.</p>	<p>Reporting and providing insight</p> <p>Understanding of organisational and sector issues.</p> <p>Working knowledge of GDPR.</p>
Skills	<p>Experience of managing and developing budgets</p> <p>Advanced communications skills with ability to clearly present information to various internal and external audiences, with a high attention to detail and accuracy.</p> <p>High standard of IT skills</p> <p>Leader who can display decisiveness, integrity and can motivate and develop teams.</p> <p>Ability to work in a collaborative manner ensure effective business planning and project delivery.</p> <p>Decisive decision maker using the provision of insights, strategy and solutions that support the business plans and objectives.</p>	<p>Experience of managing substantial Budgets</p>
Personal attributes	<p>Proactively develop and sustain relationships with key stakeholders to inform how to influence them.</p> <p>Tailor influencing style and select appropriate communication channels to engage and gain buy in from different audiences.</p> <p>Adapt decisions and practices to take account of changing priorities and external influences.</p> <p>Create an environment which empowers others to make decisions whilst assessing and overseeing risk.</p>	

	Organise, adapt and deal with conflicting priorities and busy workload.	
Additional requirements	<p>Demonstrate compassion, humanity and fairness in approach.</p> <p>Handling highly confidential information in an honest and trustworthy way.</p> <p>Be a visible and supportive leader throughout the different office locations.</p> <p>To priorities and encourage high levels of staff engagement throughout the Group.</p> <p>Willingness to travel extensively.</p>	Driving

**Job Description and Person Specification Agreement:**

**The above job description is not exhaustive but an indication of the duties the post holder may undertake and will be subject to review.**

**Post Holders Signature:**

**Date:**

**Managers Signature:**

**Date:**